

ARIZONA DEPARTMENT OF ADMINISTRATION

Policies and Procedures

Subject: Telework Program
Supersedes: N/A

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AUTHORITY

Executive Order 2003-11

PURPOSE:

Telework (also known as telecommuting) is an alternative work arrangement available to qualified ADOA employees with management approval. Teleworking is a management option, not an employee privilege, to enhance employee productivity, creativity and satisfaction. The arrangement is not permanent and can be terminated if it is determined that the agency and/or employee needs are not being met.

POLICY:

When a telework arrangement is implemented, the following conditions will apply:

- The candidate is a regular employee who has passed their probationary period.
- The candidate has demonstrated a history of satisfactory or better performance.
- The candidate has demonstrated consciousness about work time and productivity, is self motivated, and works well alone.
- The candidate can provide a suitable work environment at home or work at a State office close to home.
- The candidate has sufficient tasks that may be combined or restructured to be accomplished away from the office on a telework day. Telework tasks do not require face-to-face interaction or equipment and information available only at the office.
- The candidate and their supervisor attend training and negotiate a Telework Agreement.
- The assistant director or delegate approves the Telework Agreement.
- Teleworkers must continue to maintain standard levels of professionalism and productivity.

These telework policies provide a general framework for teleworkers in all State agencies and do not attempt to address the special conditions and needs of all individuals. More specific conditions relating to the employee working at home are detailed in the Telework Agreement, which must be negotiated by the employee and his/her supervisor, subject to the manager's approval.

- All teleworkers and their supervisors will attend a training session and must comply with the State's Telework Policies.
- Offering the opportunity to work at home is a management option; telework is not a universal employee benefit. An employee's participation in the State's telework program is entirely voluntary. The employee, supervisor or manager may terminate teleworking without cause.

- The teleworker's conditions of employment with the State remain the same as for non-teleworking State employees.
- Employee salary, benefits and employer-sponsored insurance coverage will not change as a result of teleworking.
- Since the employee's home work space is an extension of the agency work space, the State's liability for job-related accidents will continue to exist during the approved work schedule and in the employee's designated work location. To ensure that safe working conditions exist, the State will retain the right to make on-site inspections at mutually agreed upon times.
- Any changes to the above-mentioned schedule or work space must be reviewed and approved by the supervisor and manager in advance.
- In some instances, the teleworker will provide his/her own equipment. State equipment in the home office may not be used for personal purposes.
- Unless otherwise agreed to in writing prior to any loss, damage or wear, the State does not assume liability for loss, damage or wear of employee-owned equipment.
- Office supplies will be provided by the State and should be obtained during the teleworker's in-office work period. Out-of-pocket expenses for supplies normally available in the office will not be reimbursed. Without an agreement to the contrary, the State will not provide office furniture.
- State-owned software shall not be duplicated.
- To insure hardware and software security, all software used for teleworking must be approved by the supervisor and manager before installation. All remote computers must employ a software firewall and virus protection, and all disks and diskettes must be scanned for viruses before and after each telework day.
- Restricted-access materials shall not be taken out of the office or accessed through the computer unless approved in advance by supervisor and manager.
- Teleworking is not a substitute for child care. Teleworkers with small children shall make arrangements for child care during the agreed-upon work hours.
- While teleworking, employee should be reachable via telephone, within reason, during agreed upon work hours. Teleworkers must notify the office if they leave their telework location, much like they would inform the receptionist when leaving the traditional office during the work day.
- All teleworkers and their supervisors will participate in studies when necessary to evaluate the State's telework program.

RESPONSIBILITY:

ADOA Management Services Division's Travel Reduction Office (ADOA/TRP) will oversee the ADOA Telework Program. ADOA/TRP will provide online training at http://flexweb.azgu.gov/files/training_tools.htm for managers and supervisors to address the need for flexibility in the workplace, the advantages of telework as a management option, common myths about telework, and instruction on selecting and supervising teleworkers. ADOA/TRP will also provide management and employee briefings as requested.

PROCEDURES:

ADOA supervisors have the option to initiate a telework agreement with a qualified ADOA employee at any time, in keeping with ADOA policy and procedure.

1. All candidates shall complete a telework self-assessment questionnaire to help determine if they are the right kind of worker with the right kind tasks and the right home environment to be a successful teleworker. The completed assessment is presented to the supervisor with a request to telework. The self-assessment tool is online at <http://flexweb.azgu.gov/files/candidat.asp> and may be obtained in printed format from ADOA/TRP.
2. Both supervisors and their qualified candidates attend training together and complete the ADOA training workbook and Telework Agreement. Training will be provided in the form of an interactive video entitled “Keys To Telework Success” and a workbook. Both the video and workbook are available online at http://flexweb.azgu.gov/files/training_tools.htm. The materials are also available from the ADOA/TRP office.
3. The entire workbook, including the Telework Agreement, will then be submitted to the assistant director or delegate for approval.
4. After approval, the assistant director or delegate retains the original Telework Agreements. Copies of the signed agreement will be given to the supervisor, teleworker and ADOA/TRP.
5. ADOA supervisors and their teleworkers will update their agreements annually, or when necessary. Any change to the agreement will require the approval of the assistant director or delegate.
6. ADOA teleworkers will record their teleworking hours on ADOA timesheets under Pay Code 110 (telework hours).